DRAFT AGENDA

Bay Consortium Workforce Development Board, Inc.
One Stop Committee
Tuesday, July 11, 2023
11:00 A.M.

https://us02web.zoom.us/j/83883809755?pwd=OFhvUFVEaXZoUHpxV0kyVmVvcS94UT09

The One Stop Committee will be meeting on Tuesday, July 11, 2023 via Zoom.

I. Call to Order:

II. Roll Call:

III. Public Input:

IV. Approval of April 11, 2023 Meeting Minutes:

V. New Business
- **A. Election – Chair/Vice Chair:**
- **B. OSO Report:**
- **C. BS Report:**
- **D. BS Policy:**
- **E. Event Policy:**
- **F. Portal Policy:**
- **G. Strategic Planning Evaluation Metrics:**

VI. Old Business:

VII. One Stop Manager Update:

VIII. Business Services Report:

IX. Other Topics for discussion:

X. Adjournment:

Bay Consortium Workforce Development Board, Inc.
One Stop Committee
Tuesday, April 11, 2023
11:00 A.M.

The One Stop Committee met Tuesday, April 11, 2023 via Zoom.

I. Call to Order: Debbye Warf called the meeting to order.

II. Roll Call: Those present were Debbye Warf, Tracy Harrington, Tina Lance, and Scott Hall. Others present were Jackie Davis, Jessica Weber, Giles Scott, and JoAnn Murchison.

III. Public Input: There was no public input.

IV. Approval of Meeting Minutes from January 10, 2023 Meeting: There was a motion to accept the January 10, 2023 meeting minutes as presented. There was a second. With no further discussion the motion passed unanimously.

V. New Business:

a. Chair/Vice Chair: The One-Stop Committee decided to table this action item until the July Meeting.

b. TPI Review: Jackie Davis gave a brief update about the TPI Project. The Board has just finalized the contract with the consultant to provide the bulk of the work. The Board Staff is working with the consultant to work out the logistics of the project moving forward.

c. BCWDB On-The-Job Training (OJT) Policy: Jackie Davis presented the OJT Policy to the One Stop Committee. The policy mirrors what the VBWD approved at its March meeting. The changes made allow for part-time OJTs to be allowable – which allows for youth apprenticeships. There also are some reporting changes made to the OJT Policy. The BCWDB has an OJT Manual currently, it will now reference the new OJT Policy.

VI. Old Business: There was no new business.

VII. One Stop Manager Update: Jessica Weber gave the One Stop Manager Update. She informed the Committee that there were two new online platforms that we are beginning to implement – Metrix Learning and the Portal.

VIII. Business Services Report: JoAnn provided the Business Services Report. She indicated that the Board has been focusing on the TPI Project.

IX. Other Topics for discussion: Jackie Davis informed the Committee about the upcoming Board meeting on May 3, 2023 on the Shore. There will be tour at 4:00 pm on May 2,

2023 at ANEC and a networking dinner at 6:30 pm. The Board meeting will be May 3, 2023 at ESCC hosting the Board.

X. Adjournment: There were no other topics for discussion, the meeting was adjourned.

Respectfully submitted,
Jackie Davis

Bay Consortium Workforce Development Board

Policy Number:	**23-01**
Effective Date:	**August 2, 2023**
Title:	**BCWDB Virginia Career Works Event Coordination, Branding and Centralized Promotional Materials Policy**

PURPOSE

The purpose of this policy is to outline the process by which partner events held in Virginia Career Works Centers in the Bay Consortium Region will be branded and how centralized messaging will occur.

BACKGROUND

The Bay Consortium Workforce Development Board (BCWDB) serves as the convener of the local Virginia Career Works system as created under the Workforce Innovation and Opportunity Act of 2014, as well as the local business services team (BST) articulated in Virginia Board of Workforce Development Policy 403-01.

The BCWDB is authorized and seeks to establish a system that stands in stark contrast to the "traditional"/historical transaction-based model, whereby each agency operates its own business and job seeker services functions, and participants move from place to place seeking services. Instead, the goal is to create integrated locations and a unified structure and process of proactive, transparent, and effective job seeker and business services, orchestrated by a seamless collaboration of talent development and support agencies.

Additionally, under state policy, business engagement is to be supported by continued focus on branding the workforce system, delivering a universal message to identify the workforce system, and establishing standardized services.

The system's collective mission is to actively engage with customers and share information about the resources available to them. Utilizing the Virginia Career Works – Bay Consortium Region brand, partner organizations will present a unified message of collaboration to the region's job seeker and business communities.

REFERENCES

- 20 CFR Part 652;
- Virginia Career Works One Stop Partner Memorandum of Understanding Template dated August 23, 2021;
- Virginia Workforce Development Board Policy 403-01, Change 1, Business Services Requirements; and
- Virginia Workforce Development Board Policy 300-07; One Stop System Brand

POLICY

All job seeker or business-focused events or activities to be held at a Virginia Career Works Center in the Bay Consortium Region, regardless of sponsor or host entity, will use the following procedures. The Bay Consortium Region's one stop operator will determine the appropriate levels of lead coordination by Virginia Career Works and collaboration with partners based on the nature of the event.

A. Partners or external organizations **THAT DO NOT** occupy permanent leased space in the centers:

    1. Must fill out a space reservation form (attached) at least two weeks prior to the proposed event date, along with any proposed promotional materials, to the one stop operator. Forms will be accepted closer than two weeks from an event date, although space cannot be guaranteed.
    2. The one stop operator will ensure space availability and that the Virginia Career Works brand is the prominent brand on the materials as appropriate. (This review will also ensure that the appropriate equal opportunity and other necessary compliance language is included).
    3. The one-stop operator will coordinate on the above with the BCWDB-designated business solutions team coordinator for business events to ensure BST involvement and coordination as required and appropriate. Ideally, job fairs and hiring event will have advance lead time. If it is determined there is not sufficient advance time to successfully execute event planning for the best benefit of the customer that will be communicated by the one stop operator.

B. Partners or external organizations **THAT HAVE** dedicated leased space in the centers:

    1. May reserve space for events through the calendar system to which they have access if such space is not already reserved.
    2. Any proposed promotional materials must still be submitted to the one stop operator at least two weeks prior to the event to ensure brand appropriateness and compliance language.
    3. The one-stop operator will coordinate on the above with the BCWDB-designated business solutions team coordinator for business events to ensure BST involvement and coordination as required and appropriate. Ideally, job fairs and hiring event will have advance lead-time. If it is determined there is not sufficient advance time to successfully execute event planning for the best benefit of the customer that will be communicated by the one stop operator.

Rev. 8/2/23

Bay Consortium Workforce Development Board

Event Space Reservation Form

A PROUD PARTNER OF VIRGINIA CAREER WORKS

This facility reservation form must be completed and emailed to the One Stop Manager at **jessica.weber@fredgoodwill.org** at least 14 calendar days before the event date.

REQUESTING ORGANIZATION

Organization Name:	Contact Person:
Address:	
Organization Type: Government Not-for-Profit For-Profit Other, please list:	
City: County:	State: Zip:
Telephone #:	Alternative #:
Email:	
Will Contact Person be onsite during event? Yes No If no, please list designated representative. Name: Telephone #:	

EVENT INFORMATION

Event Name:	
Type of Event: Meeting Training/Workshop Job Fair/Recruitment Event Other, please explain:	
Date of Event: / /	Event Time: to
Set-up Time Needed: Yes No If yes, will arrive at:	Clean-up Time Needed: Yes No If yes, will be done by:
Anticipated Attendance:	Will minors under 18 be present? Yes No
Recurring Event: Yes No	If yes, please list specific dates requested or recurring pattern with start and end date.
Catering Scheduled: Yes No If yes, catering company name:	Delivery time:

ROOM REQUEST (COVID CAPACITY) - NORMAL CAPACITY

Please select the center and rooms requested. Individual room capacity shown in parentheses. Center Hours: Monday, Tuesday, Thursday, Friday 8:30 AM – 4:30 PM Wednesday 9:30 AM – 4:30 PM	**Fredericksburg Center** 10304 Spotsylvania Ave Suite 100 Fredericksburg, VA 22408 (540) 322-5765	Conference Room A (5) - 10 Computer Lab (5) - 10	Conference Room B (5) - 10 Employer Room (1) - 2
	Northern Neck Center 487 Main Street Warsaw, VA 22572 (804) 333-4048	Computer Lab (3) - 5 Employer Room (1) - 2	
	Eastern Shore Center 25036 Lankford Hwy Onley, VA 23418 (757) 302-2029	Conference Room (5) - 15 Employer Room (1) - 2	Computer Lab (5) - 10

Briefly describe event, including any special logistics or set up plans/needs

Special Accommodations Needed: Yes No
If yes, please explain:

Bay Consortium Workforce Development Board

Event Space Reservation Form

POLICIES GOVERNING USE

- Virginia Career Works - Bay Consortium Region (VCW) is an equal opportunity program. Event spaces are available for public use free of charge to public, private and non-profit entities engaged in workforce development activities.
- Use of the VCW name as a sponsor in communication materials is not authorized unless prior approval is granted. Any promotional materials should be submitted with this application or at least 2 weeks prior to the event and approved by the One Stop Manager prior to dissemination. The One Stop Manager will review submissions and respond within 3 - 5 business days.
- Admission fees may not be charged to people attending the event.
- The Virginia Career Works - Bay Consortium Region Centers cannot be used for political events, lobbying purposes or religious activities.
- Attendance at events in meetings and conference rooms will be limited to the stated capacity of the individual room.
- The person signing the form and /or the organization represented shall be held financially responsible for any damage to the facility, furniture, etc., and equipment during the time of use.
- VCW center spaces are generally available only during hours when the Center is open to the public unless prior approval is granted and a VCW agent has agreed to be on site. All spaces must be returned to the order in which they were found without exception. Failure to do so may impact the ability to make future bookings. Equipment, supplies or personal effects may not be stored or left in the building before or after use of the room.
- The Virginia Career Works - Bay Consortium Region Center staff and agents assume no responsibility for loss, damage or liability that may arise through use of the facilities.
- Refreshments can be consumed in meeting rooms and conference rooms. Outside food deliveries are permitted, but onsite cooking is not permitted (Warming trays/Sterno may be permitted if attended at all times). Organizations are required to provide their own utensils and supplies and to dispose of leftovers and waste. Any spills must be reported to staff immediately. Alcohol is not permitted.
- Computers and projection equipment belonging to users can be used in meeting rooms where none are provided. VCW does not provide equipment cables and any changes to equipment settings should only be made by Center staff. Audio visual capabilities vary by facility and room; users can confirm what is available with the facility staff. Public WiFi is available at all Centers.
- All activities and participants must adhere to the Virginia Career Works - Bay Consortium Region Center rules of conduct and Spotsylvania, Richmond, and Accomack County facility use regulations. Activities in all Center rooms should be cognizant of noise levels for other users in the building.
- The Bay Consortium Workforce Development Board takes precedence in scheduling of rooms. All activities, regardless of affiliation, are subject to approval by the Bay Consortium Workforce Development Board.

REQUESTOR CERTIFICATION STATEMENT

By signing below, the requestor acknowledges that he/she has read and understands the conditions outlined above and is authorized to sign on behalf of the named organization.

Signature of Requestor: _____ Date:

_____ OFFICE USE ONLY _____

Date Received: _____/_____/_____ Event was Approved Not Approved on _____/_____/_____

Reservation #: _____

Staff Name: _____ **Staff Signature**: _____

Bay Consortium Workforce Development Board

Event Space Reservation Form

Action	Date Done	Staff Name
Requestor notified of approval status		
Communications materials approved		
Event confirmed 2 days prior, with review of all logistics		
Space(s) inspected post-event		
Equipment returned		
Other:		

Notes:

Bay Consortium Workforce Development Board

Policy Number:	**23-02**
Effective Date:	**August 2, 2023**
Title:	**BCWDB Business Services Policy**

PURPOSE

The purpose of this policy is to outline the strategic vision of business service provision in the Commonwealth of Virginia and data collection requirements of the Bay Consortium Workforce Development Board (BCWDB) and American Job Centers (AJC) (also called Virginia Career Works Centers), which includes all mandated WIOA partners in providing services to business customers. This policy presents required actions of WIOA partners to expand the capacity to provide business services and capture data on business services provided to business customers.

BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) of 2014 created a comprehensive workforce development system that places an emphasis on the role of business as a primary customer in the One-Stop Delivery System. Provision of services to businesses is value added to businesses, jobseeker customers, and the community. WIOA mandates that the BCWDB develop strategies to establish and sustain lasting partnerships for the delivery of business services that will last beyond changes in One-Stop operators or career services providers. The BCWDB must establish and develop relationships and networks with employers and their intermediaries; convene or implement industry or sector partnerships; and may also provide other business services and strategies that meet the workforce development needs of their area employers in accordance with partner programs' statutory requirements. All these strategies must be reflected in the Bay Consortium's Workforce Development Area WIOA Local Plan.

WIOA envisions a high-performance workforce development system – a system that is results-oriented, flexible, and continuously improving. Customized business services may be provided to employers, employer associations, and other organizations. Furthermore, WIOA and the Virginia Board of Workforce Development (VBWD) regulations and policies state that the delivery of business services is an important component of the one-stop delivery system.

Virginia's strategic vision for its workforce development system is "every business has access to a highly skilled workforce" and its mission is to "build a strong workforce with skills aligned to employer needs." To help achieve this vision, Virginia will "increase business engagement and deliver value to our business customers" by effectively identifying, engaging, and serving businesses; having integrated service delivery; forming sector- based partnerships to address the needs of regional industries; and investing in technology and professional development. Being more responsive to the needs of Virginia's businesses, workforce resources will yield an improved return on investment.

These goals will be accomplished by empowering the BCWDB to identify opportunities and better partner with businesses in a strategic manner based upon career pathways and sector strategies. This will be implemented utilizing cross-agency, cross-programmatic groups that are designed to provide a comprehensive array of services to maximize the efficiency and expertise of system partners. These groups will create seamless delivery of services to businesses through a single point of contact strategy and be driven by partnership with local, regional, and state economic development entities. The goal should be consistent with the Governor's Strategic Economic Development Plan. Additionally, Virginia's public workforce system seeks to increase the number of businesses participating in workforce development programs and services.

The workforce system will be demand-driven, coherent, and easily accessible to business customers. The BCWDB must provide comprehensive services to businesses through AJC/Virginia Career Works Centers. Full integration of business services is critical to achieving a high performing workforce development system.

Virginia is committed to the principles of Customer-Centered Design and innovation in its service delivery strategy, including virtual products and services. Specifically, Virginia will build its product and service strategy around both career and business services. The responsive integration of these service delivery methods creates better outcomes for the dual customers of workforce development, the jobseeker and business community.

An integrated approach to business services shall lead to improved skills, credentials and employment attainment in areas driven by business demand. In total, this effort in conjunction with efforts by economic development activities are expected to enhance and grow Virginia's economic advantage in both recruiting and retaining businesses in the Commonwealth.

REFERENCES

- VBWD Policy 403-01, Change 1
- Workforce Innovation and Opportunity Act (Pub L. 113-128)
- Code of Virginia Section 2.2-2472.1.
- United States Department of Labor, Workforce Innovation and Opportunity Act, Final Rule, 20 CFR 679.560, Subpart D, Regional and Local Plan
- United States Department of Labor, Workforce Innovation and Opportunity Act, Final Rule, 20 CFR 678.435, Subpart B, One-Stop Partners, and the Responsibilities of Partners
- Combined State Plan - WIOA State Plan for the Commonwealth of Virginia 2020-2024
- Training and Employment Guidance Letter 19-16: Guidance on Services provided through Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act Employment Service (ES), as amended by title III of WIOA, and for Implementation of the WIOA Final Rules.
- Training and Employment Guidance Letter 10-16: Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Title I, Title II, Title III, and Title IV Core Programs

POLICY

A. Role of WIOA Partners

The WIOA partners shall support the strategic planning and implementation of revitalized or enhanced business engagement activities within the state. Business engagement will be supported by a continued focus on branding the one-stop system, delivering a universal message to identify the one-stop system, and establishing standardized services. Interagency collaboration, forming partnerships, and leveraging resources will be a vital aspect of Virginia's success in meeting business' workforce development needs.

The VBWD role is to establish a state-level business service team to provide guidance and support to the BCWDB (including all WIOA partners) in ensuring implementation of this policy. To ensure a strategic and focused approach to providing coordinated and consistent services to businesses the state-level business services team will consist of cross-agency, cross program leaders. This team will convene regularly to provide a strategic direction, monitor results, provide technical assistance, and recommend changes to program design to enhance service delivery. The VBWD will identify a facilitator for the state-level team.

The composition of the state-level business services team shall include business services leadership from:

- Virginia Community College System
- Virginia Department of Education
- Virginia Employment Commission
- Department for Aging and Rehabilitative Services
- Department for the Blind and Vision Impaired
- Department of Corrections
- Virginia Economic Development Partnership
- Department of Labor and Industry
- Department of Social Services
- Department of Veteran Services
- A Local Workforce Development Board Executive Director
- Representative with a leadership role from a local business services team (e.g., local business service team coordinator)
- A business member from a Local Workforce Development Board (will be selected annually)
- A business member from the Virginia Board of Workforce Development (VBWD)
- A State Labor Federations representative from the VBWD The state-level business services team will be responsible for the following activities:
- Evaluate, identify, and establish appropriate statewide information technology solutions to assist in effective delivery of business services (e.g., a customer relationship management (CRM) tool).
- Encourage State workforce agencies to participate on the Local Workforce Development

Board Business Services Team. Recommend local BST membership should largely reflect the state-level BST membership.

- Evaluate promising practices in business services delivery across Virginia and the United States and communicate those practices to local business services teams.
- Analyze and address barriers to collaboration between state, regional, and local business services teams.
- Map business solution assets and provide training to business services staff on standardizing outreach and marketing materials and how to mobilize these resources including peer to peer learning opportunities.
- Provide direction on evaluating business customer satisfaction.
- Determine and provide technical assistance to LWDBs experiencing challenges in partnership maintenance and the delivery of business services.
- Provide an annual report to the Virginia Board of Workforce Development.

B. Role of the BCWDB and One-Stop Centers (AJCs) in Providing Business Services:

The BCWDB will be responsible for ensuring the coordination of business service delivery to businesses in the local area according to their local plan and the combined state plan. Coordinated efforts should be focused on creating a streamlined business process and preventing duplicative services and contacts to businesses. The BCWDB is expected to execute their role through the convening of a business team and the orderly coordination of the following activities:

- Building relationships with business and business-focused organizations
- Integrating and streamlining business services
- Providing informational resources to businesses
- Assisting businesses in the recruiting process
- Assisting businesses with training needs
- Providing customized services to businesses Business Service Teams

Per Virginia's WIOA Combined State Plan, each Local Workforce Development Area is required to have a Business Service Team whose responsibility is to drive sector strategies within a locality, provide local employers with human resources solutions, and identify methods to shrink regional skills gaps. Business Services Teams are cross-agency, cross- programmatic groups, comprised of representatives of each of the core partner agencies, economic development, and other partners as appropriate. These teams are designed to ensure a comprehensive array of services are provided to businesses.

Local Workforce Development Boards are encouraged to create a methodology that maximizes the opportunities for businesses to create a relationship with the AJC. Each partner agency in the AJC has statutory requirements for creating relationships with businesses and assisting clients receiving services through their funding in finding employment opportunities. The single point of contact is not intended to be "one individual" responsible for all relationships in the Local Workforce Development Area (LWDA) through which all businesses must go to access workforce services. All members of the business services teams are expected to create these relationships with businesses in the community in a coordinated and targeted manner.

C. Requirements for BCWDB Business Services Teams:

The following minimum standards are required and must be evident and practiced in the delivery of services to business customers in the local area. The state-level business service team will facilitate the solutions to ensure these standards are implemented.

1. The BCWDB Business Services Team Partner Agreement shall identify the role of each partner and reflect the strategic goals of the BCWDB for business services as identified in the WIOA local plan. The agreement must include:

    a. Standardized timeframes to respond to business inquiries and subsequent contact, in order to deliver specialized and collaborative solutions to meet business customer needs; alternative options must be provided if the BCWDB cannot provide an affirmative response to the business customer's initial request.
    b. The BCWDB will implement a business satisfaction tool agreed upon by the state-level business service team to assist in demonstrating continuous improvement.

2. BCWDB business service partners must have clear, convenient, and easily accessible content and outreach materials (including web-based content) for business customers that provides:

    a. A list of all business products and services; and
    b. Contact information for a business to contact through the identified "single point of contact" protocol

3. Business Service Teams will document the actions and progress they are making towards shared goals.

D. Business Services Reporting

The BCWDB and state workforce development programs serving business customers are required to track and report the number, type, and size of businesses and services provided. Using a "report template," the BCWDB and participating state agencies (identified in Section A) will collect the business data information from their local or regional areas, and each of these WIOA partners is responsible for sending this information to the Virginia Employment Commission (VEC) on a quarterly basis. The VEC will aggregate and compile this information and report it to the VBWD on an annual basis. Quarterly reports are due to the VEC for compilation on the following dates:

Jan. 15th (Activities for Oct-Dec); April 15th (Activities for Jan -Mar); July 15th (Activities for April-June); and Oct 15th (Activities for Jul-Sep). The business services annual report is due to the VBWD in September.

The "report template" will be used to track the following data:

- Number of businesses served
- Tracked by establishment
- Type of business
- Tracked using the NAICS Codes (North American Industry Classification System)
- Size of business (for each location)
    - Small (0-249 employees)
    - Other (250+ employees)
- Type of services provided
- Assessments (Work Keys Profiles, Career Readiness or Foundational Skills Assessments)
- Recruitment Services (Job Descriptions, Job Postings, Candidate Screenings, Job Fairs, Recruiting Events, Targeted Candidate Recruitment)
- Labor Market Information
- Consulting Services
- Tax Incentives and Credits
- Layoff Aversion
- Registered Apprenticeship
- Training (Examples: Pre-Employment Training, On-the-Job Training, Incumbent Worker Training, Training in Employment Issues, etc.)

E. Evaluation

The BST will be evaluated on an annual basis to assess the effectiveness of employer engagement and implementation of this policy. The State BST will deliver an annual report to the VBWD by September 30th, which includes the following:

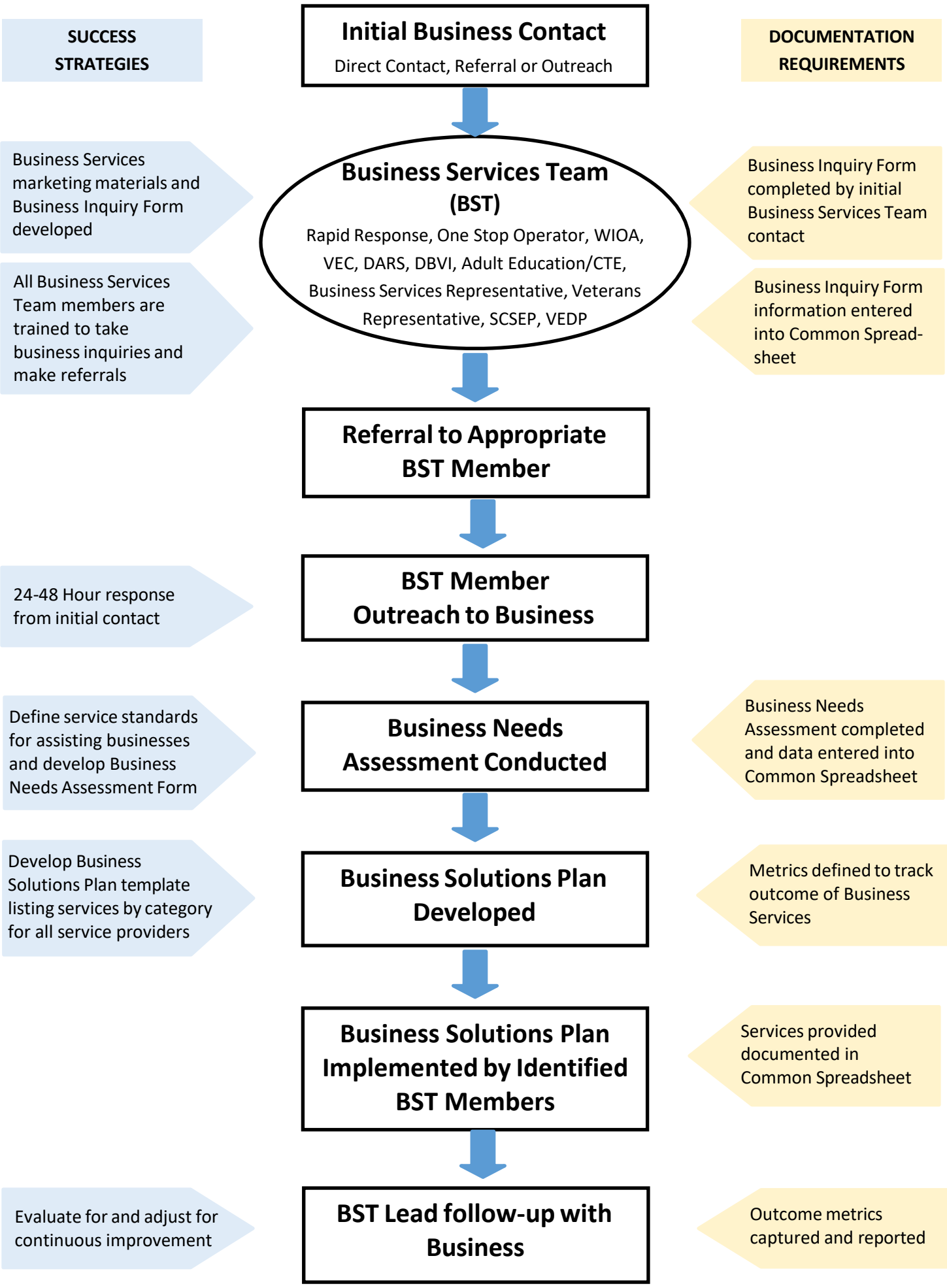
- Evidence that each BCWDB BST works collaboratively to address the workforce needs of regional businesses, helps businesses access available programs and services, and places job seekers in available positions
- Evidence of regular meetings and opportunities to hear directly from businesses in the region about their workforce needs
- Success stories from businesses within the workforce development area
- Summary of achievement of goals from previous year by the workforce development area
- Statement of new year's goals by the workforce development area
- Data collected from the Client Satisfaction Survey and evidence of a continuous improvement process for the feedback received.

In addition, the BCWDB BST shall confirm that the following are in place:

- A shared vision and strategy for business services included in the AJC MOU and aligned with the current WIOA Local Plan
- A single point of contact protocol documented in the AJC MOU

A Written Communication Plan included in the AJC MOU that includes:

- A unified approach that is focused on the workforce system instead of a program specific approach
- An outreach plan based on sector strategies identified in the WIOA Local Plan
- Identification of locally available resources, including channels for outreach, and how they will be used
- The role of each partner in performing outreach activities
- A method for determining effectiveness of local outreach efforts
- A description of additional partnerships to assist in communications and outreach to businesses including business roundtables, business advisory councils, or existing business visitation programs through economic development entities
- Standardized timeframes to respond to business inquiries and subsequent contact, in order to deliver specialized and collaborative solutions to meet business customer needs
- A documented process to ensure partner staff within the AJC are aware of the protocol for business services referrals
- A website (https://vcwbay.com/) which includes SPOC (Standard Point of Contact) protocol including updated contact information for businesses and a list of business services available within the local workforce development area
- A Client Satisfaction Survey as provided by the State BST


SUCCESS STRATEGIES
DOCUMENTATION REQUIREMENTS
Initial Business Contact
Direct Contact, Referral or Outreach
Business Services marketing materials and Business Inquiry Form developed
Business Services Team (BST)
Rapid Response, One Stop Operator, WIOA, VEC, DARS, DBVI, Adult Education/CTE, Business Services Representative, Veterans Representative, SCSEP, VEDP
Business Inquiry Form completed by initial Business Services Team contact
All Business Services Team members are trained to take business inquiries and make referrals
Business Inquiry Form information entered into Common Spread-sheet
Referral to Appropriate BST Member
24-48 Hour response from initial contact
BST Member Outreach to Business
Define service standards for assisting businesses and develop Business Needs Assessment Form
Business Needs Assessment Conducted
Business Needs Assessment completed and data entered into Common Spreadsheet
Develop Business Solutions Plan template listing services by category for all service providers
Business Solutions Plan Developed
Metrics defined to track outcome of Business Services
Business Solutions Plan Implemented by Identified BST Members
Services provided documented in Common Spreadsheet
Evaluate for and adjust for continuous improvement
BST Lead follow-up with Business
Outcome metrics captured and reported

VIRGINIA CAREER WORKS

BAY CONSORTIUM REGION

Business Services Team Partner Agreement

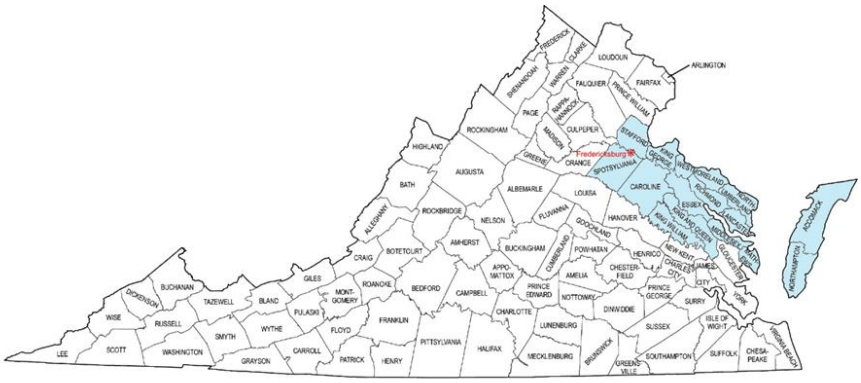
1. The Bay Consortium Region Workforce System's collective vision is to serve as a premier gateway for workforce resources, connecting people to jobs, and employers to talent in the region.
2. The Business Services Team (BST) is committed to conveniently providing our customers with quality information and services in a manner that ensures ease of access, seamless referrals and timely responses. The team's collective service offerings can be found at: https://vcwbay.com/employers/
3. It is understood that while the team's collective purpose is to present a unified list of services for the ease of business use, the individual member organization signing this agreement can only commit to delivering the services for which it has funding and authority to deliver and/or is within the scope of the services it offers.
4. The BST operates with a Coordinator designated by the Workforce Development Board. However, any team member can serve as the single point of contact for a business through a model that is "no wrong" door.
5. Team members agree to share their "leads" from businesses with the BST coordinator so the team can be informed, or notify the entire team directly. Partners will also share with the Coordinator results of team recruitment efforts and team projects on a regular basis for "roll-up" reporting that highlights the collective efforts of the team as opposed to its members.
6. Within two (2) business days of business contact, the receiving team member or BST coordinator will follow up with the customer and inform them of an initial plan of response. If the need cannot be met, the customer shall be notified, and provided any possible referrals or alternatives that may be of assistance.
7. Team members commit to consistent levels of customer service that includes clarity in communication, timeliness in responding and an overall user-friendly experience in accessing information, being made aware of available services and efficiently receiving those services when possible. By managing the customer's expectations in this manner from start to finish, the team will not "over promise and under deliver".
8. The BST will survey customers at least quarterly to respond to a customer satisfaction survey. The team will collectively review responses and adjust practices and procedures accordingly.
9. The BST website will be hosted by the Bay Consortium Workforce Development Board and will serve as the repository for information about team services, products and resources, along with any conditions or eligibility requirements. The site will also provide team member contact information.

By executing this **Agreement**, each Partner agrees to work together to deliver coordinated business services. However, the entities are not legally "partners" to the extent that term encompasses joint and several liabilities. The signatory affirms that they are the authorized official to commit their organization to this agreement.

Member Organization	
Typed/Printed Name	
Date	
Signature	

BAY CONSORTIUM WORKFORCE DEVLEOPMENT BOARD

Strategic Plan



- *Setting out strategies to bring about the Board's vision, mission, and objectives*

July 2023 through June 2026

VIRGINIA CAREER WORKS

BAY CONSORTIUM REGION

A proud partner of the AmericanJobCenter® network

Vision and Mission

VISION: Ensure the LWDA 13 has a viable and qualified workforce that is capable of supporting existing businesses and attracting new businesses by providing a sustainable and expanding employment base.

MISSION: To achieve the purpose of WIOA and Virginia's strategic and operational vision and goals by providing comprehensive, customer-driven workforce services that connect employers, education providers, job seekers, workers, and youth.

Goals

Funding

Objective: Maximize funding opportunities to support strategic priorities

Action Items:

1. Diversify streams of revenue to support the goals of the organization
    a. Number of grants applied for
    b. Number of grants approved
    c. Number and amount of sponsorships
    ~~1.~~d. Other non WIOA funding
2. Secure professional grant writer on an as needed basis
    ~~2.~~a. Has a professional grant writer been selected on an as needed basis
3. Monitor funds for correlation with goals
    a. Report to the Board on how funding is being used to support the Board's Vision and Mission
        ~~3.~~i. Does the activities being performed by Board staff and various partners support the goals.

Program Development and Implementation

Objective: Lead workforce system of partners to provide comprehensive programs and services to support the business community and residents of our region

Action Items:

1. Provide responsive and innovative employer services utilizing the Business Services Teams and other resources
    a. Number of businesses touched
        i. A detailed list of services provided will be kept
    b. Number of repeat business provided services
        i. A detailed list of services provided will be kept
    c. Number of IWT Provided
    d. Number of OJTs Provided
    ~~1.~~e. Number of Apprenticeships
2. Provide responsive and innovative training and support services for jobseekers through our Virginia Career Works Centers

Formatted

Formatted

Formatted

Formatted

Formatted

Formatted

a. Number of clients who walk through the door
b. Customer Satisfaction
c. Continuous improvement for customer flow
2.d.Outreach provided in the region

3. Ensure compliance for all programs through tracking and documentation
a. Monitoring reviews
3.b.Contract tracking

4. Provide streamlined and consistent business and job seeker services across the BCWDB
a. Business Services Policy and plan produced and implemented
4.b.Business Services Policy being enforced with partners.

Business and Community Outreach

Objective: Enhance outreach, connectivity, visibility, and viability of the BCWDB to become a key resource to the business and community.

Action Items:

1. Create and implement a comprehensive outreach plan to support the goals of the organization that include connection with regional employers, education, and the community stakeholders
a. Creation of outreach plan
i. What should it include?
b. Implementation of outreach plan
c. Number of employers engaged
i. A detailed list of employers will be provided
d. Number of educational providers engaged
i. A detailed list of educational providers will be provided
e. Number of stakeholders engaged
i. A detailed list of stakeholders will be provided
f. Local Economic Development Engagement
i. Each area should have a visit quarltery.
g. Work with local chambers of commerce
1.i. What work is being done to promote the work of the BCWDB?

2. Improve communication with local government, by enhancing outreach with local social services and human resources departments
a. Provide better communication with local government
i. Produce a quarterly report that will be sent to all local government to include CLEO Consortium
b. Meet at least quarterly with the regional local social services
2.c. Include local social services on Business Services Team Meetings, Regional Partner meetings, and any events that are planned within the region.

3. Coordinate and collaborate with community partners to better align resources

3.a. Work through partner meetings, business services team, WIOA Providers, One-Stop Manager to better align services to ensure no duplication to optimize all partners' resources.

The BCWDB Strategic Plan is the road map to help fulfill the requirements of the Local Plan. To view the Local Plan please click here.